GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:624
ANSWERED ON:16.08.2007
REFUND ON CANCELLATION OF TICKETS
Khan Shri Mohammad Tahir

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the airlines offering cheaper air travel are resorting to cancellation of their domestic flights;

(b) if so, whether the airlines delay the refund of cancelled tickets of passengers;

(c) if so, the details and the reasons therefor; and

(d) the steps being taken by the Government against such airlines?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a),(b),(c)and (d):- The flights are generally cancelled in case of bad weather, technical snags etc. for which scheduled airlines have procedures to inform the passengers in advance and rescheduling them to next available flight.

Airlines also refund the tickets as per their company policy.

All the scheduled domestic airlines have been advised to revisit their respective policy with regard to conditions pertaining to refund of air fares in the event of cancellation of air tickets by passengers and/or cancellation of flights by the airlines with stipulated time frame of refund for convenience of air travellers.